

## SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT

### Abstract of the Disclosure

In general, in one aspect, the invention features a computerized method for determining customer service impact. The method includes receiving item orders having a requested completion date. The method also includes scheduling a scheduled completion date for each item order. The method also includes selecting at least one item order, each item order having a scheduled completion date. The method also includes comparing the scheduled completion date with the requested completion date for each selected item order. The method also includes deriving a customer service measurement for each selected item order based on the comparing step. The method can include the optional step of reporting and/or displaying customer service measurement data. In general, in another aspect, the invention relates to a system for determining customer service impact that performs the method steps just described.

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